



Reassign Account Administrator Role on The SAP Business Network

When reassigning the account administrator role for your Supplier network account, there are two different routes you can take. If you are the administrator or have access to the administrator's email address, you will use [Option 1](#). If your account administrator left your organization or you do not have access for other reasons, you will have to work through [Option 2](#) with the help of Ariba support.

Option 1: Logging in as current Account Administrator

1. Login to the SAP Business Network: <http://supplier.ariba.com>.

Supplier Login

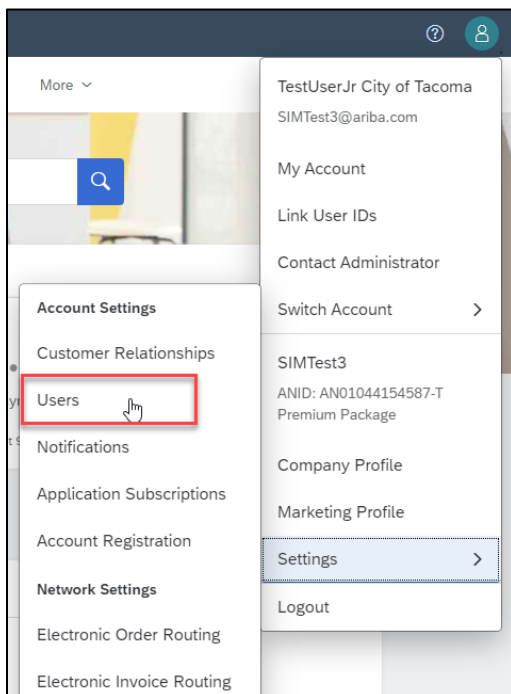
User Name

Password

Login

[Forgot Username or Password](#)

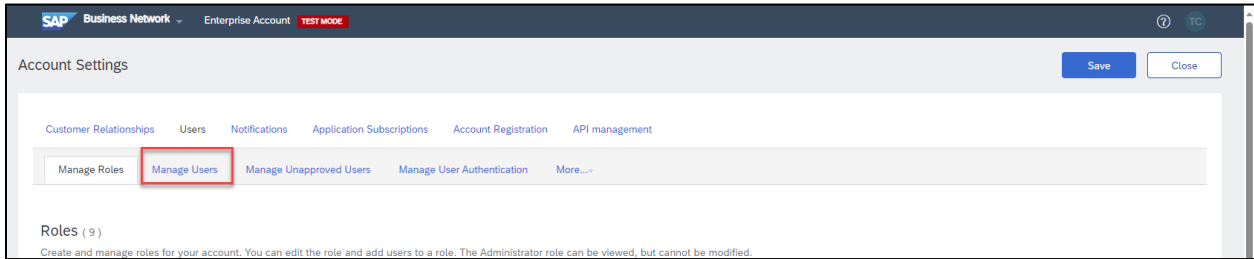
2. Access the Company Settings menu by clicking your initials in the top righthand corner and Select Setting > Users.





Reassign Account Administrator Role on The SAP Business Network

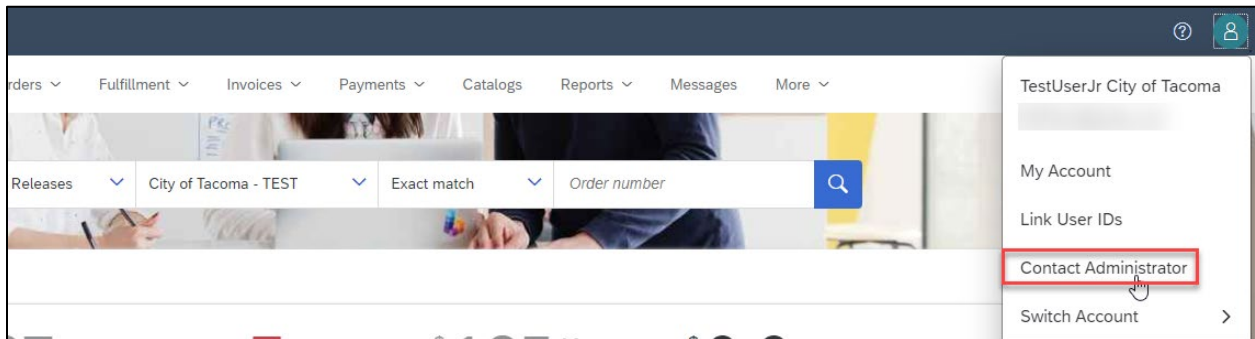
3. Select the Manage Users tab.



4. Select the user you want to make the administrator by checking the box next to the username. Open the actions menu (1), and select Make Administrator (2).



5. This will assign a new role to the exiting administrator and log you out of your account. You can double check that the change was successful by having the administrator login or by logging back in and clicking your initials then clicking "Contact Administrator."

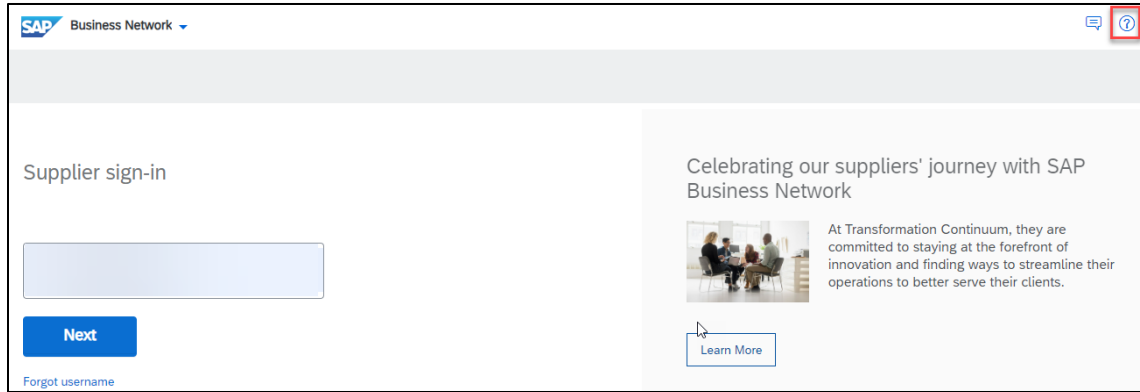




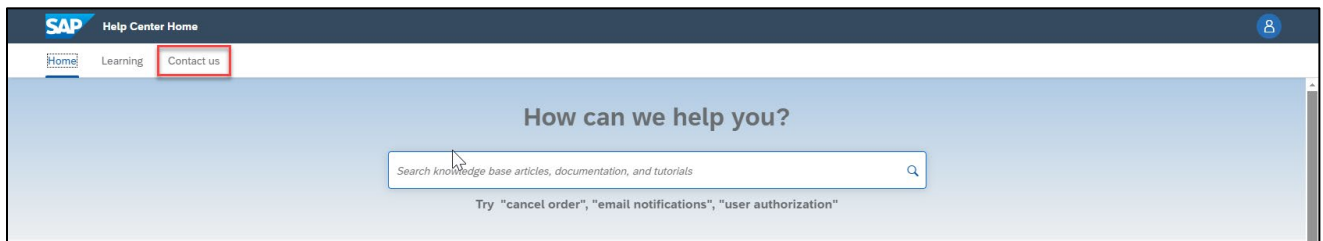
Reassign Account Administrator Role on The SAP Business Network

Option 2: Unable to Access Ariba

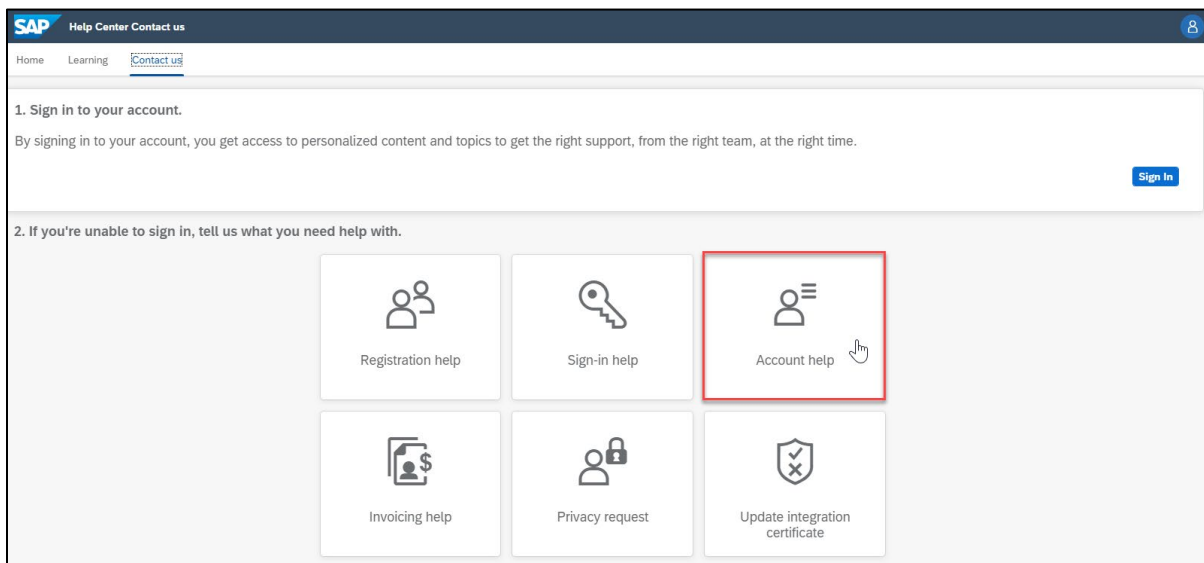
1. Go to supplier.ariba.com, then click the question mark in the top righthand corner.



2. Next, you will click "Contact Us" near the top of your screen.



3. Next, you will select "Account Help."





Reassign Account Administrator Role on The SAP Business Network

4. After selecting "Account Help" you will given a couple options. Select "Reassign/transfer account admin."

2. Choose from the options below to continue.

Click the **Log in** button above for quick assistance and support on topics such as:

- Account management
 - Reassigning the account administrator
 - Adding new users to an existing account
 - Updating email preferences
 - Downgrading your account and learning about subscription levels
 - Merging multiple accounts together
- Invoicing
 - Creating and submitting invoices
 - Rejected invoices and other statuses
 - Uploading and accessing invoices
 - Payment of an invoice

Learn more and get support:

Reassign / transfer account admin User access Locked account Downgrade Enterprise account to Standard Merge multiple accounts Delete / expire account

If you are an administrator and need to transfer the account or change the email address, click the **Log in** button above.

If you are not the administrator, but you have access to the email address listed on the admin account, click the **Forgot password** link on the [login page](#).

If the previous account admin has left the company and/or you don't have access to the email address, click **Continue** for help.

[Not sure if your company has an account?](#)

5. The system will give you a couple options, discussed previously. Next, we will hit "Create a Case" to start your support ticket with Ariba.

Payment of an Invoice

Learn more and get support:

Reassign / transfer account admin User access Locked account Downgrade Enterprise account to Standard Merge multiple accounts Delete / expire account

If you are an administrator and need to transfer the account or change the email address, click the **Log in** button above.

If you are not the administrator, but you have access to the email address listed on the admin account, click the **Forgot password** link on the [login page](#).

If the previous account admin has left the company and/or you don't have access to the email address, click **Continue** for help.

[Not sure if your company has an account?](#)

Can't find what you're looking for? **Create a Case**

6. When creating a case, important information to have available is as follows:
Organization name, email address and user ID of current account administrator, Ariba Network ID (ANID) of your company's Ariba account and contact info for Ariba support to contact you at (email and phone number). Make sure to complete all required fields, this will be shown with a red asterisk.



Reassign Account Administrator Role on The SAP Business Network

Once you complete this form, you will click "One Last Step" to submit the ticket to Ariba, on this next screen you will select how you would like Ariba support to contact you.

Home Learning **Contact us**

Requested language of support: English [Change?](#)
Note: If agents are unavailable to support in the language you've chosen, support will be provided with the assistance of a translation service.

1. Tell us what you need help with.

Subject:

Full description: * 3000 characters remaining

Attachment:

Top Recommendations:

- [How do I change the administrator user in my SAP Business Network supplier account?](#)
- [How do I update administrator information on SAP Business Network?](#)

2. Provide your preferred contact details:

First name: *

Last name: *

User Name:

Company: *

Email: *

Phone: *

Extension:

One last step

Help Topics:

- How do I delete my SAP Business Network Standard account?
- How do I access and change the former administrator's account?
- How do I create a purchase order-based invoice?
- How do I establish a trading relationship with a buyer?
- How do I add a new user to my company's SAP Business Network supplier account?
- Error: "Your company has already connected with this buyer company using a different account and SAP Business Network ID (ANID)..."
- How do I reset my password as a supplier?
- Who do I contact for help if I am a Standard account user?
- How do I contact support as a Standard account user?
- Why was my payment sent to the wrong bank? How do I change where my payments go?
- How do I create more than one invoice for a purchase order?
- How do I downgrade my fully enabled account to a Standard account?
- How do I update my email notification preferences?
- What is the difference between the Email and